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06/06/2007

Marlene H. Dortch, Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554  
Subject: DA 07-2017

Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

**Dear Secretary Dortch:**

[**Trident United Way** hereby submits its Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Trident United Way] is limiting its comments to the status of 2-1-1 service in **South Carolina**

**Trident United Way** has been a partner in developing **South Carolina's 2-1-1** system. We are a **crisis/suicide prevention center and a generalized information and referral provider** in the tricounty region of Berkeley, Dorchester and Charleston counties. As a partner, we **share database resources, provide mutual referrals, etc.** Since 2-1-1 was launched in **South Carolina** in 2002, we have observed **an average yearly increase in call volume of ~30% each and every year.** **Our community visibility has been greatly enhanced by our 211 designation and we have found that many of our local organizations and supporters request 211 presence at their meetings.** We are performing communications trainings throughout our community and are an integral part of our disaster planning for the 2007 hurricane season. We also sit on the second largest earthquake fault in the US and are a part of planning for possible future earthquakes. We are currently working towards complete state coverage with shared database and telephony capabilities throughout our state.

We respectfully request that the Commission find the public is well served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,  
John Boyle